



Nascentia   
HealthPLUS

Medicare Advantage Plans

## Provider Quick Reference Guide

Nascentia Dual Advantage Special Needs Plan (D-SNP)  
Nascentia Skilled Nursing Facility Special Needs Plan (I-SNP)



# Nascentia Health



1-888-477-4663 | [nascentiahealth.org](https://nascentiahealth.org)

## Home Office:

1050 West Genesee Street  
Syracuse, NY 13204

## Branch Locations:

Albany | Buffalo  
Rochester | Rome

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Dear Valued Provider,

Nascentia Health Plus Medicare Advantage Plans provide comprehensive coverage that combine Medicare Parts A, B, and D with additional member benefits.

Working side-by-side with established providers like you, we strive to improve the health and well-being of those entrusted to our care. Our plans promote collaboration between patient, providers, and caregivers and will help your patients manage their chronic health conditions through evidence-based interventions. We will identify opportunities for improvement and provide education to address each person's unique healthcare needs.

Inside, you will find all of the information you need to get started as a participating provider, including important contact information.

Thank you for partnering with Nascentia Health Plus. Together we can improve the quality of each life we touch and promote the health and independence of those we serve.

Sincerely,

Mary Kate Rolf  
President and Chief Executive Officer

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This reference guide summarizes our Provider Manual, which you can find online at [bit.ly/nascentia-provider-info](http://bit.ly/nascentia-provider-info). The Provider Manual is a supplement to the Nascentia Health Provider Services Agreement concerning the management and care of Nascentia Health Plus members. The information within the manual is a reference tool that contains eligibility, benefits, policies, procedures and contact information for services provided and administered through Nascentia Health Plus.

View information online at [nascentiahealth.org/map-provider-links](https://nascentiahealth.org/map-provider-links)

## Provider Information Updates or Changes

To comply with both the Centers for Medicare and Medicaid Services (CMS) and New York State Department of Health regulatory mandates, Nascentia Health Plus requires that all contracted providers report changes to addresses and other practice information electronically via [bit.ly/nascentia-provider-info](https://bit.ly/nascentia-provider-info) or in writing immediately.

Provider Relations Department	1-315-477-9280 <a href="mailto:providerrelations@nascentiahealth.org">providerrelations@nascentiahealth.org</a>
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Provider Manual	<a href="#">View online</a>
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Providers in Network for Patient Referrals	<a href="#">View online</a>
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## Provider Portal

Provider Portal	<a href="#">View online</a>
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## Model of Care Training

Model of Care Training and Attestation	<a href="#">View online</a>
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## Compliance/Ethics

The Corporate Compliance Program was established to support our commitment to the highest standards of conduct, honesty, integrity and reliability in our business practices.

Corporate Compliance	<b>Nascentia Health</b> Attn: Compliance Officer 1050 West Genesee St., Syracuse, NY 13204 Phone: 1-315-477-9262
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Third-Party Compliance Hotline	1-855-252-7606 <a href="https://hotline-services.com">hotline-services.com</a>
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# Provider Information

View information online at [nascentiahealth.org/map-provider-links](https://nascentiahealth.org/map-provider-links)

## Member Enrollment/ Eligibility

Prior to providing services, providers must verify the member's current eligibility by contacting member services.

Member Services 1-888-477-4663

## Authorization/ UM (includes clinical review)

To request prior authorization, submit your request via fax or phone.

Authorization Department 1-888-477-4663


Inpatient Admissions Fax 1-315-870-7788

Outpatient Authorizations Fax 1-315-870-7788

Prior Authorization Form [View online](#)

- › **Prior authorization is not required for emergency or urgent care.**
- › A prior authorization is not a guarantee of payment; payment is subject to member eligibility and benefits at the time of service.
- › See prior authorization requirements to determine if one is required.


MEDICARE ADVANTAGE | HMO D-SNP



**Nascentia Health PLUS**

**Nascentia Dual Advantage**

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<b>Member Name</b> John Smith	<b>RxBIN:</b> 012312
<b>Member ID</b> <AA12345678>	<b>RxPCN:</b> PARTD
<b>Effective Date</b> 01/01/2022	<b>RxGRP:</b> H9066003
CMS-H9066	

Nascentia Health Member Identification (ID) Card



View information online at [nascentiahealth.org/map-provider-links](https://nascentiahealth.org/map-provider-links)

## Claims Processing

Customer Service 1-315-477-9509

Electronic Submission Payor ID 45529  
(Medicare Advantage Plans Only)

Electronic Remittance Advice (835) and EFT Authorization Agreement Submit a copy of your W-9 with the completed form to [claims@nascentiahealth.org](mailto:claims@nascentiahealth.org)

Paper Claims Nascentia Health  
PO Box 981814, El Paso, TX 79998-1814

## Provider Claims Reconsideration / Appeal

If a provider disagrees with the coverage/payment determination made by Nascentia Health Plus, upon receipt of the paper or automated remittance advice, providers may contact Nascentia Health Plus via written correspondence to dispute the determination.

Reconsideration Requests Nascentia Health Plus  
Attn: Claims Appeal  
1050 West Genesee Street, Syracuse, NY 13204

Claims Reconsideration Form [View online](#)

## Our Services

Nascentia Health provides a wide range of home care services and insurance plans to help clients stay in their homes. Refer clients through our customer service center at 1-888-477-4663 or our referral form at [nascentiahealth.org](https://nascentiahealth.org).

- › Nascentia Dual Advantage Special Needs Plan (D-SNP)
- › Nascentia Health Options Managed Long Term Care (MLTC)
- › Nascentia Skilled Nursing Facility Special Needs Plan (I-SNP)
- › Nascentia Health at Home (CHHA)
- › Nascentia Home Aides (LHCSA)



# Member Information

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Member Benefits [Nascentia Dual Advantage Special Needs Plan \(D-SNP\)  
nascentiahealth.org/dsnp](https://nascentiahealth.org/dsnp)

[Nascentia Skilled Nursing Facility Plan \(I-SNP\)  
nascentiahealth.org/isnp](https://nascentiahealth.org/isnp)

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About Medicare [bit.ly/nascentia-about-medicare](https://bit.ly/nascentia-about-medicare)

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Am I Eligible? [bit.ly/nascentia-enroll](https://bit.ly/nascentia-enroll)

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Member Documents [bit.ly/nascentia-member-docs](https://bit.ly/nascentia-member-docs)

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Pharmacy Directory [bit.ly/nascentia-pharmacy](https://bit.ly/nascentia-pharmacy)

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Prescription Drug Formulary [bit.ly/nascentia-formulary](https://bit.ly/nascentia-formulary)

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Prescription Drug Information [bit.ly/nascentia-rx-drug](https://bit.ly/nascentia-rx-drug)

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Provider Directory [bit.ly/nascentia-provider-directory](https://bit.ly/nascentia-provider-directory)

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Start the Enrollment Process [bit.ly/nascentia-enroll](https://bit.ly/nascentia-enroll)

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# Nascentia Health **PLUS**

[nascentiahealthplus.org](https://nascentiahealthplus.org)

1050 W. Genesee Street, Syracuse, NY 13204



## Nascentia Health Insurance Plans

[nascentiahealth.org](https://nascentiahealth.org)

Nascentia Dual Advantage Special Needs Plan (D-SNP)

Nascentia Skilled Nursing Facility Plan (I-SNP)

Nascentia Health Options Managed Long Term Care Plan (MLTC)